



Email vocabulary

We should go for friendly, but more neutral in professional settings. In emails, we have **personal** and **professional language**

The Email Structure

When composing an email. It will look like this:

- Greeting/How are you
- Paragraph 1: *I'm writing because...*
- Paragraph 2: *Could you...?*
- Paragraph 3: *Thanks*
- Paragraph 4: *In closing*

Business greetings:

- *Hi John*
- *Hi, how are you?*
- *Hello*
- *John,*
 - *Dear John* (for something more formal)
 - *Dear Sir/Madam* (if you don't know the name of the recipient) or more generally 'To whom it may concern' (very formal)

Some commonly used greetings in personal emails - These greetings are commonly used between friends.

- *Hi!*
- *Hey, what's up?*
- *How's it going?*
- *Long time no see!* (Definitely emphasize that this **isn't correct grammar**)
- *Hey, how have you been?*
- *Hey, what's going on?*
-

Paragraph 2: Could you...?

- *Could you/Would you (polite)*
- *I'm writing because... /I was wondering if*
 - *I'm writing to ask about your Report Writing workshop.*
- *I am writing with regard to... (email subject) – Formal*
- *I am writing to let you know... -*
- *I regret to inform you that... (if you're communicating bad news)*

Rapport and Friendly Tone

- *If you could ____, that would be great. – If you could forward me that e-mail*
 - *if you could let us have this information as soon as possible*
 - *if you could submit your report by Friday*
- *Could you ____ please? - E.G*
 - *Could you please send me a copy of your latest catalogue?*
 - *Please could you confirm the deadline?*
- *Would you like me to [do an action]? (E.g. attach the meeting notes)*

Paragraph 3: *Thanks*

- I look forward to hearing from you soon
- Thank you in advance
- For further information, please do not hesitate to contact me
- Please let me know if you have any questions
- Thanks for your attention

Signing off on a business email

- Best
- Best wishes
- Best regards,
- Kind regards
- Sincerely
- Thanks (if you haven't already said "thanks" directly beforehand, of course)
- [Your name here]

On to the personal sign-offs

To use with friends:

- *Hugs*
- *xoxo* (resist the urge to follow with "gossip girl" here)
- *-[your name here]* (yes, you can just do a dash and your name. E.g. -Ariadne)
- *Cheers*
- *Take care*

How you refer to people in emails:

If writing to a friend or acquaintance, you can just use their name.

But it's a little more subtle when talking to coworkers or in other professional contexts. Usually, when in an already-established office setting, these will work:

- *[Person's first name]*
- *Mr./Ms./Mrs./Dr. [Last name]* (More formal)
- *[Person's first and last name]* (More formal)

When using the conditional vs. present simple, the conditional is usually employed when addressing a more formal audience. As seen in the email above: "*Could you send them to me?*" when referring to the budget.

In contrast, the present simple is generally utilized with people the speaker is emotionally intimate with. As seen in the personal email: "*Can I tell you I'm sorry for everything that I've done?*" when Adele talks to her ex.

Professional context email example:

Hi, Mr. Reed. How are you?

I hope all is well and that you had a pleasant weekend.

I'm writing because Sandra requested the budget numbers for fall quarter 2017.

Could you send them to me?

Thanks.

Best,

Edna

Social context:

Hello. How are you?

I was wondering if after all these years you'd like to go over everything.

Can I tell you I'm sorry for everything that I've done?

When I call, you never seem to be home.

Hugs,

Adele

Short Phrases and Contractions

Some words are considered more formal than others.

For example,

I **regret** is more formal than I am **sorry**;

advise is more formal than tell;

increase is more formal than go up;

receive is more formal than get.

Let's see some examples:

FORMAL: I am writing to enquire about your Report Writing workshop.

INFORMAL: I'm writing to ask about your Report Writing workshop.

FORMAL: This is due to the fact that one of our staff was sick.

INFORMAL: This is because one of our staff was sick.

FORMAL: If you require any further information, please contact me.

INFORMAL: If you need any more information, please call me.

FORMAL: I regret to advise you that there have been some problems.

INFORMAL: I'm sorry to say there have been some problems.

FORMAL: Unfortunately, I have to inform you that I will not be able to attend the workshop.

INFORMAL: Unfortunately, I have to let you know I won't be able to go to the workshop.

INFORMAL: I'm sending a copy of the report separately.

FORMAL: Please find enclosed our proposal.

INFORMAL: I've enclosed our proposal.

FORMAL: We have been forced to postpone the project.

INFORMAL: We must postpone the project.